

# Juniper AI Care

## SERVICE DESCRIPTION DOCUMENT

### Contents

1. Introduction.....	1
2. Service Features and Deliverables.....	1
3. Eligibility and Purchasing .....	8
4. Service Term.....	8
5. End User Responsibilities.....	9
6. Availability.....	10
7. Scope .....	11
8. Exclusions.....	11
9. Customer Services Policies.....	12
About Juniper Networks .....	14

### 1. Introduction

This Services Description Document ("SDD") describes Juniper AI Care Services Offering (the "Services") that Juniper makes available for purchase by End Users of Juniper Networks products (each, an "End User") directly or through its authorized resellers.

The Services are subject to the terms of this SDD and the Juniper Purchase and License Agreement ("JPLA") a copy of which is posted at <https://www.juniper.net/us/en/legal-notices/juniper-networks-contracts-resource.html> (i.e., GTC plus the Customer Schedule or Channel Schedule, as applicable) or such other URL that Juniper may designate from time to time, (or another written master services agreement signed by Juniper Networks and Company and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services). In the event of any conflict between the terms of this SDD and that of the JPLA; the terms of the JPLA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the JPLA.

### 2. Service Features and Deliverables

The Services includes access to onboarding support, Juniper technical support engineers, software releases, online tools and support, hardware replacement options and best practice knowledge transfer, powered by MIST AI to simplify operations across the wireless access, wired access, and SD-WAN , Access Assurance, Location & Analytics domains. The following deliverables require an active support contract on all connected Junos devices.

#### 2.1. Onboarding Support

As part of the Services, Juniper Networks will provide onboarding assistance for new deployments of Mist-AI powered Wireless/Wired/WAN devices to the End User. As part of this service, Juniper Networks will provide remote technical

guidance to End User during a pre-scheduled time slot.

The End User will get assistance with initial setup, configuration, and basic troubleshooting of Juniper Mist devices. Network design and solutioning are not covered under the scope of this service.

If issues arise outside the scope of this service, Juniper onboarding team will assist to coordinate with appropriate Juniper team to provide the End User with necessary guidance.

Onboarding Support service deliverable offering is only available for device(s) not previously onboarded to Juniper Mist Cloud. Juniper's obligation to perform any particular services hereunder is contingent upon End User selecting a pre-scheduled time slot and providing scoped design, configuration and appropriate prescribed checklist in advance. Any requests outside of this process will be processed as commercially reasonable effort.

## 2.2. Support Access

End User will have unlimited access to Juniper technical support engineers (TSE) by phone and online 24/7/365. TSE will help diagnose system problems, configure, troubleshoot, and provide workaround solutions where necessary powered by Mist AI to optimize user experiences and simplify operations across Juniper AI-Native Networking domains.

Once an End User initiates a service request with the TSE, TSE will take the following actions:

- Begin troubleshooting, diagnostics, and problem replication as appropriate.
- Provide the End User with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at the End User's request.
- Generate a Return Merchandise Authorization (RMA) when TSE determines that the End User's hardware product is defective or otherwise needs replacement, as long as hardware product is eligible for replacement pursuant to Section (3.6). In these service requests, RMA information such as the number and the type of replacement will be provided to the End User.
- Close the service request when the problem has been resolved
- The End User can monitor the service request progress through the Mist Cloud Service dashboard. When the TSE team updates a service request, the End User will receive an email with the update.

**Resolution Process:** The assigned TSE will make use of all available resources to provide a resolution to the reported problem. Where a resolution is not readily available, the TSE will use commercially reasonable efforts to identify workarounds, resolutions, or ways to mitigate the impact of the problem. As part of the resolution process, the TSE may take any of the following steps:

- Review configuration/debug information to identify resolution of issue.
- Replicate the scenario/issue in the Juniper lab (where possible).
- Troubleshoot live on the affected equipment.
- With the End User's consent, create and review packet captures to isolate the problem.
- Create an RMA where the cause of a problem is related to failed hardware product which is eligible for replacement.
- Create an engineering defect ticket (problem report or bug) where the cause appears to be a product defect.

**Customer Communications Guidelines:** Table 1 below provides JTAC targets for providing responses and communications to customer issues. These targets are based on the priority assignment of the Support Case.

Table 1: Response and Communication Guidelines

Service Request Priority	Mist Cloud Ticket Type	Initial Response Target	Update Frequency*
P1	Problem / Full Production Network Impacted	Within 1 hour	Updated every business day
P2	Problem / Partial Network Impacted	Within 1 hour	Updated every business day
P3	Problem / Specific Devices Impacted	Within 8 hour	Updated every three business days

- Each issue is unique and carries a different set of complexities and challenges. Juniper will make all reasonable efforts to provide a response within the assigned target.

End User must purchase Juniper AI Care Services for all devices connected to Mist AI, except for WiFi Access Point, Session Smart Router, and Edge Server, provided the End User maintains an active Mist AI subscription.

For details on Juniper MIST AI Cloud services, please refer to the MIST AI Cloud Services Description Document at <https://support.juniper.net/sites/support/pdf/guidelines/mist-ai-cloud-service-description.pdf>

### 2.3. Product Warranty

The warranty information in Table 2 is meant as a summary only. The formal warranty statements will always supersede any information provided in this SDD. All Juniper warranty statements can be found at: <https://support.juniper.net/support/warranty/> (or such other URL that Juniper may designate from time to time).

Table 2: Warranty Summary

Juniper Mist hardware products	Warranty Period <sup>1</sup>	HW Replacement Level	Post Warranty Support
Indoor rated Wi-Fi and BLE access points (ex: AP21, AP41, AP43)	Longer of 1 year or until the end of support date <sup>2</sup>	Next Business Day Ship	Access to Juniper helpdesk; Embedded Software bug fixes and updates, Hardware product replacement for 5 years from Last Order Date as defined in the EOL Policy (subscription required) <sup>3</sup>
Outdoor rated Wi-Fi access points (ex: AP61 and AP63)	1 year	Next Business Day Ship	Access to Juniper helpdesk; bug fixes and updates (subscription required)
Juniper Mist Edge server	1 year	Next Business Day Ship	Access to Juniper helpdesk, Juniper Mist Edge Software updates and bug fixes (Juniper Mist Edge service subscription required); Support contract must be purchased for hardware product replacement
Juniper Session Smart Router (SSR)	Longer of 1 year or until the end of support date <sup>2</sup>	Next Business Day Ship	Access to Juniper helpdesk; Embedded Software bug fixes and updates, hardware product replacement for 5 years from Last Order Date as defined in the EOL Policy (subscription required) <sup>3</sup>
Juniper EX (EX2300, EX3300, EX3400, EX4100, EX4100-F, EX4300, EX4400, EX4600, EX4650, EX6200) <sup>4</sup>	Longer of 1 year or until the end of support date <sup>2</sup>	Next Business Day Ship	hardware product replacement for 5 years from Last Order Date as defined in the EOL Policy <sup>4</sup>
Other Juniper hardware products (ex: SRX, QFX, MX, PTX)	1 year	Return-to-Factory 20 days	Support contract must be purchased for Support Access, Software Releases and hardware product replacement

#### Notes:

1. Warranty begins upon delivery of the hardware product in accordance with the shipping terms.
2. See EOL/EOS Policies for more information about end-of-sale notification and end-of-life support (<https://www.juniper.net/support/eol/#>) (or such other URL that Juniper may designate from time to time).
3. Post-warranty Hardware replacement is provided for all indoor rated Wi-Fi Products and SSR for as long as the End User has paid for a subscription to a Juniper Mist AI cloud Service, subject to the hardware product reaching its end of life.
4. Juniper Enhanced Limited Time Warranty for EX products covers only hardware replacement, End User must purchase support contract to receive support access including Juniper helpdesk, software bug fixes and updates, and other advanced hardware replacement options.

### 2.4. Hardware Repair/Replacement Options

There are five (5) Hardware Replacement Options that End User may select based on business needs for Juniper hardware products (e.g. switches, routers, firewall). Support option availability may vary by products, please check Support Availability tool currently available at: <https://serviceavailability.juniper.net>

- Return-to-Factory
- Next-Day Delivery
- Next-Day Ship (Next Business Day Ship)
- Same-Day
- Same-Day 2-Hour

#### **2.4.1. Definitions of key related terms:**

- “Business Day” in connection with a particular JTAC facility, service manager, or other Juniper Networks resource supporting Juniper Networks Services means Monday through Friday, 8:00 a.m. to 5:00 p.m., in the time zone where such resource is located, excluding local holidays.
- “FRU” means the hardware component or subassembly that Juniper determines is replaceable. (Furnishing of supplies, accessories, or the replacement of expendable parts such as cables, power cords, and rack mounting kits are not included.)
- “Ship-to Address” means a warehouse or other person-operated facility within the applicable Service Availability Area and which is either (i) the installation site of affected product or other facility of End User (or of the End User’s agent or contractor) designated by the End User in its request for RMA, but only if the End User also designates therein in writing the name and office address (including country name) of that End User and of such End User agent or contractor, as applicable; or (ii) otherwise, the End User’s facility.
- “Service Availability Area” means with respect to any Juniper Networks Service Contract or renewal, the city and zip/postal code associated with the Support Availability Verification Number (as generated by Juniper’s online Support Availability Tool) designated in the Purchase Order for such contract or renewal.

#### **2.4.2. Hardware Support Exclusion**

After a Juniper Supported Product that is hardware (including a FRU) reaches End-of-Support (EOS), Juniper will have no obligation to perform support services of any kind for such product. If a FRU and the chassis in which it is designed for use are under separate End-of-Life Notifications (EOLNs), then the earlier of the separate milestone date will take precedence with respect to the FRU.

#### **2.4.3. Hardware Replacement Options description:**

- Return-to-Factory

Juniper Networks will replace or repair the field-replaceable unit (FRU) identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 Business Days after Juniper’s receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper regional distribution center.

- Next-Day Delivery

Juniper Networks will deliver FRU replacements at the Ship-To Address in advance of receiving returned defective hardware on the next Business Day, provided that the RMA is issued by 3 p.m., local time (based on ship-to address), on a Business Day. If the RMA is issued after 3 p.m., Juniper Networks will deliver the replacement FRU on the 2nd Business Day. “Next-Day Delivery” is subject to availability.

- Next-Day Ship (Next Business Day Ship)

Juniper Networks will ship FRU replacements to the Ship-To Address in advance of receiving returned defective hardware on the next Business Day if the RMA is issued by 3 p.m. local time (based on ship-to address). If the RMA is issued after 3 p.m., Juniper Networks will ship on the Business Day following the next Business Day. The replacement FRU may be shipped from regional distribution center. “Next-Day Ship” is subject to availability.

- Same-Day

Juniper Networks will deliver FRU replacements to the Ship-To Address, 24 hours a day, 7 days a week, within 4

hours of issuance of RMA in advance of receipt of defective hardware. "Same Day" is subject to availability.

- **Same-Day 2-Hour**

Juniper Networks will deliver FRU replacements to the Ship-To Address, 24 hours a day, 7 days a week, within 2 hours of issuance of RMA in advance of receipt of defective hardware. "Same Day 2-Hour" is subject to availability.

A complete description of the RMA process is set forth in the Juniper Networks RMA Repair and Return Policy and Procedure <https://support.juniper.net/support/rma-procedure/>. In the event of a conflict between the RMA Repair and Return Policy and the summary in this Section 3.6.4, the RMA Repair and Return Policy will prevail.

#### **2.4.4 Additional hardware support Limitations**

The turnaround time commitments above shall not apply in cases where End User submits bulk RMAs (either more than one (1) of the same FRU, more than five (5) of different FRUs on the same RMA or several RMA's for the same FRU.) In those cases, Juniper Networks will support bulk RMAs subject to FRU availability. All FRUs within a chassis must be covered by the same support level as the chassis.

Same site support requires any customer to have the same level of support coverage for all like products at a specific site location, including chassis, PSU, line cards, and all components that encompass a single product.

Support for the software (including subscription software license) installed on the Juniper hardware device can be supported only if the installed hardware device is under an active support contract.

For the initial term of a Service Contract, Juniper will begin stocking local depots with FRU replacements upon the Juniper Networks Service Contract start date. Until the depots are stocked, Juniper will use commercially reasonable efforts to meet the replacement delivery obligations in the Service Contract. Commercially reasonable efforts to meet delivery obligations in the Service Contracts while local depots are being stocked will also apply to the following scenarios:

- Moving Supported Juniper Products to a different location (without enough advance notice to Juniper).
- Upgrading existing Services to Same-Day 2-Hour, Same-Day, or Next-Day Service options.
- Reinstating lapsed Services.

It is the End User's responsibility to confirm the availability of a Service Contract in a particular location in the Juniper Services Availability Tool, currently available at: <https://serviceavailability.juniper.net/>

In the event a Service Contract is purchased for a location where the chosen Hardware Replacement Option is not available, Juniper Networks reserves the right to terminate the Service Contract and will work with the End User to identify Hardware Replacement Options that are available in such location.

For Same-Day 2-Hour, Same-Day, Same-Day Onsite, Next-Day or Next-Day Onsite Service contract, service delivery times are subject to weight and size of the replacement unit. For replacement units exceeding a gross weight of 32 kgs/70lbs, special requirements may be necessary to deliver (ship, load, and unload) or install. The site accepting the delivery will require a heavy load receiving capacity to ensure occupational safety. Juniper shall use commercially reasonable efforts to deliver the replacement unit in a timely manner.

All returned material must have a valid Juniper RMA number. This number is necessary to ensure proper tracking and handling of returned material at the factory. Do not return any hardware until an RMA number is issued. Juniper Networks reserves the right to refuse shipments that do not have an authorized RMA number. Refused shipments will be returned to the shipper via collect freight. The RMA Returns Policy requires customers to return the defective parts to Juniper Networks within 10 business days of receipt of the replacement unit, or Juniper will charge a surcharge fee for the non-returned item.

#### **2.5. Onsite Technician**

Onsite technician is available as part of Next Day Onsite and Same Day Onsite services contract. Depending on the installed location and service availability, upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the installed site. Once there, the service technician coordinates

with JTAC and End User for final resolution of the problem, and End User will return the defective product to Juniper Networks.

If End User requires on-site support but has not purchased a Juniper Networks Services Contract that includes on-site support, then, upon End User's request and subject to payment of fees described below, Juniper Networks will use commercially reasonable efforts to dispatch a technician to the installed site within a timeframe to be determined by Juniper Networks based upon the availability of resources. In such case, End User will be billed at Juniper Networks' then- applicable standard rates for time and materials, and for reasonable travel and living expenses. In either case, provision of onsite support is subject to the following limitations:

- i) On-site support is limited to Hardware replacement only; Juniper Networks does not provide On-site assistance for software troubleshooting, or any software related issues.
- ii) On-site support may not be available for some Juniper Networks products or in some geographic regions and may require a "set-up" period before they can be made available to End User. During such set-up period, Juniper Networks will use commercially reasonable efforts to provide to End User the closest available service with respect to such product line or in such geographic region.

End User acknowledges that Juniper Networks intends to subcontract to local affiliates or third parties the performance of On-site Support in certain countries, in which case such subcontractor shall be directly and primarily liable to End User for performance of such subcontracted services.

## **2.6. Software Releases**

During the term of the Juniper Networks Service Contract, Juniper Networks shall make available the Supported Updates (as defined below) to End User solely for support of the End User's Supported Juniper Product, subject to the terms and conditions set forth below:

### **2.6.1. Rights in Supported Updates**

For each Supported Update with regard to the Software (as defined in the JPLA) originally embedded in, delivered with, or consisting of the End User's Supported Juniper Product, the End User's rights in any such Supported Update will be subject to:

- The terms of the EULA
- Any applicable Entitlement (as defined in the EULA) with respect to the original Software
- Those same restrictions and conditions that apply to the original Software

### **2.6.2. Definitions**

(1) (As used herein, "Supported Updates" (or "Supported Release") as of a particular time means any Update (as defined in the JPLA) of the Software consisting of or then available generally to End Users of the Juniper Networks product, provided, however, that Supported Update excludes:

Any Chargeable Releases (defined below) (and any other Updates based on any such Chargeable Release) that are made available after the original Software licensed to the End User, unless End User has separately purchased a license to such Chargeable Release, and such Chargeable Release is itself Juniper Networks product.

Any Separately Licensable Feature (as defined in the JPLA) embedded in or otherwise associated with the Software (and any Updates of any such Separately Licensable Feature), unless End User has separately purchased a license to such Separately Licensable Feature, and such Separately Licensable Feature is itself a Supported Juniper Product; and

Any Update that is no longer eligible for support under applicable Juniper Networks standard End-of-Life/End-of- Support policies.

For the avoidance of doubt, after a Juniper Supported Release reaches End-of-Support (EOS), Juniper will have no obligation to perform support services of any kind for the affected Supported Release.

Note that availability of such release at any particular time is subject to then current software End-of-Life and End-

of-Support policies posted at <https://support.juniper.net/support/pdf/eol/juniper-networks-end-of-life-policy-procedure.pdf>

- (2) "Chargeable Release" means a release of Software that, due to its enhancements in functionality or performance from prior releases, is made available by Juniper Networks only upon payment of a separate license fee specifically for that release.

## 2.7. Online Tools and Support

During the term of the Juniper Networks Service Contract, Juniper provides End User with self-service access to the Juniper MIST Portal and Juniper Support Portal (JSP) online portal, which provides information, answers, tools, and service options for End User's use in supporting Supported Juniper Product. Offerings include, but are not limited to:

- Online case management: create new cases, check the status of existing cases, update cases with new information, and search by case numbers, RMA numbers, and End User's own internal case reference numbers.
- End User can open a Service Request as follows:
  - (Preferred) Web: manage.mist.com (top right corner under "?" icon)
  - E-mail: [support@mist.com](mailto:support@mist.com)
  - Phone: +1-888-314-5822 (toll-free, U.S. and Canada) or +1-408-745-9500 (U.S. and Canada)
- Product Defect (Bug) Reporting Process – End Users may check the product Release Notes on the Mist Cloud Service dashboard for the latest information on known issues or existing bugs with the Wi-Fi Products. Any new and suspected product defects (bugs) found in the field should be reported to the Juniper TSE team using the problem reporting procedure described above. The TSE team verifies all issues before they are escalated to development engineering, and all known Juniper Wi-Fi Product defects are documented.
- Feature Enhancement Requests – The End User can submit Product feature improvement requests through the Mist Cloud Services dashboard at <https://ideas.mist.com/forums/912934-product-features>.
- Juniper Knowledge Center: ability to search thousands of articles, including configuration assistance, known issues, interoperability, and compatibility information.
- Problem Report (PR) Search: ability to access the most complete and up-to-date information about known Juniper Networks operating system defects. This tool allows you to search for defects by PR number, Junos OS release version, and keyword, providing upgrade analysis and impact information. End User can also subscribe to PRs of interest in order to receive automated updates as specific PRs change.
- Online Tools: various tools to help analyze hardware and software information such as online RMA, hardware compatibility tool, API, Juniper Software Support Evaluation Tool, etc.
- Technical Bulletins: timely notification on new features release, end of life, known product issues, etc.
- Security Advisories: provide known security vulnerability issues to help avoid network impact.

Use of online tools is subject to the following:

- End Users shall have personal, non-transferrable, non- sublicensable, nonexclusive access during the term of the JPLA to Juniper MIST portal and Juniper Support Portal (JSP) subject to limited use terms posted at such site, all solely for End User's internal use in support of Juniper Networks product covered under Juniper Networks Service Contract.
- End User shall maintain an active MIST AI Cloud service subscription and/or an active AI Care support contract to access resources on MIST portal or JSP related to the Supported Juniper Products. End Users are not entitled to access MIST portal and JSP resources for any product that are not covered by an active MIST Cloud service subscription or Juniper support contract.
- Juniper Networks reserves the right in its discretion to limit or prohibit access by any End User if Juniper Networks believes that such access may give rise to violation of export control laws or regulations, or any other violation of

Juniper Networks' rules or the limited use terms identified above.

## 2.8. Best Practice Knowledge Transfer

Best Practice Knowledge Transfer provides the End User quarterly interactive webinars to share best practices and use cases with End User's:

- Juniper Subject Matter Expert (SME) will host a webinar and field End User questions.
- Topics/Use Cases could include but may not be limited to: Troubleshooting, Device Management Leveraging Insights, Configuration, Firmware Upgrade Management, Patch Management, Awareness & Guidance on New Features, Best practices of user management in Mist Cloud, How To's and more.

## 2.9. Juniper Support Insights

To the extent that End User has purchased an active subscription thereto, End User will have access to and usage of Juniper Support Insights (JSI). Access and use are subject to the terms and conditions of the Juniper Purchase and License Agreement ("JPLA").

JSI provides customer insight dashboard includes service contracts, license status, hardware End of Life (EOL) and End of Support (EOS) states, Bug (PBN) analysis, security vulnerability and so on. For specific details on how to view JSI on MIST portal, refer to Juniper MIST Management Guide currently located at <https://www.juniper.net/documentation/us/en/software/mist/mist-management/topics/task/view-installed-base.html>.

## 3. Eligibility and Purchasing

Juniper AI Care Services are available for purchase only (i) by certain qualified End Users solely for their own end use and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in Reseller's Purchase Order. The Services must be purchased for a fixed term lasting at least 12 months unless otherwise agreed to by Juniper Networks for the purposes of co-terming an End User's multiple Service Contracts. Any such purchase of Services is referred to herein as a "Juniper Networks Service Contract."

The Services cover only those Juniper Networks hardware products, software products on physical platforms and Juniper MIST AI Cloud as to which all of the following apply:

- 1) End User is using the products;
- 2) End User has purchased or leased from either Juniper Networks, or a Juniper Networks authorized reseller;
- 3) The products are identified in the Purchase Order(s) for the Services placed with Juniper;
- 4) The products and the address of their installation site have been properly registered with Juniper by serial number; and
- 5) The products are covered under an active Juniper MIST AI Cloud services subscription.

These Juniper Networks products are referred to as the "Supported Juniper Products," but only for the term of the Juniper Networks Service Contract (or renewal thereof) under which they are covered and only for so long as such products have not reached End-of-Support (EOS), as more specifically described in Section 3.2.2.

A Subscription License (as defined in the JPLA) purchased by End User shall be treated as a Juniper AI Care Core Support Service Contract for purposes of this SDD.

## 4. Service Term

i. Service Term. Subject to Juniper's acceptance of a valid Purchase Order from End User or an Authorized Reseller, the term of the applicable Service Contract will begin on: (1) the date of Purchase Order acceptance if the Purchase Order does not

include the associated Hardware (if any) or the Service Contract is for Software only; (2) the date the Hardware is deemed delivered by Juniper if the Purchase Order for the Service Contract includes associated Hardware; or (3) the date as agreed to in writing between the Parties (including as quoted by Juniper and listed in the Purchase Order), if any, in which event such date shall supersede any date determined under (1) or (2).

ii. Renewal Term. The start date of the Service Contract following the initial Services term of the Services (and any subsequent renewal terms) will begin on the day after the immediately preceding Service Contract expired.

## 5. End User Responsibilities

End User shall complete all information required on the MIST portal including prerequisite checklist when scheduling onboarding support.

End User shall attend review meeting as required by Juniper for Onboarding Support service to review information provided by the End User. End User shall update the required information for Onboarding Support based on feedback from Juniper.

End User shall reschedule the requested maintenance window for Onboarding Support if approval is not given by Juniper.

End User is responsible for network design and solutioning, executing cutover and deployment.

End User shall provide Juniper Networks or its authorized service representative access to the affected network environment and will assign a technical contact for Juniper Networks. Furthermore, if Juniper Networks determines that its technical personnel need access to the End User's network to remotely diagnose a problem, the End User will ensure that Juniper Networks' personnel have the necessary level of authorized access to such network. End User shall have the right to observe such access.

End User shall provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Service.

End User shall advise Juniper Networks of any information Juniper Networks may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation is required for the End User to perform the End User responsibilities, End User shall be responsible for getting such participation and cooperation.

End User shall provide written notice to Juniper Networks as soon as it becomes clear or there is reason to believe that the End User will not meet any of the End-User responsibilities.

All Supported Releases provided to End User shall be subject to the terms of the license agreements that apply to the underlying Software or to amended license terms that apply to the Supported Releases. End User is not required to install every Supported Release as they become available from Juniper Networks. However, End User acknowledges that in order to obtain Support for problems with Software that is not a Supported Release, and which cannot be corrected by implementation of a pre-existing Work Around or Problem Resolution, it may be required to upgrade to a Supported Release to address any such problems.

End User shall maintain a reasonable number of support engineers who are trained on Juniper Networks Products and Juniper MIST AI cloud services.

All communication to Juniper Networks' engineers of customer issues and responses will be conducted in English. End User shall pay for Support rendered by Juniper Networks due to modifications not authorized by Juniper Networks at then prevailing rates for time and materials.

End User shall inform Juniper about the role changes or resignation of its support engineers so that their individual MIST portal or JSP accounts can be modified/ deactivated as needed.

In order for Juniper Networks to provide the appropriate level of hardware replacement support promptly and efficiently, End User must provide to Juniper Networks the following information for each Product under a Support plan:

- Installation address
- Site contact person control laws.

End User may either provide the above Product information to Juniper Networks in the purchase order for each Product. Depending on installed location and service availability, if End User physically moves any Product from the original Site to another location, End User must notify Juniper Networks immediately to update their support contract. Prior to Juniper Networks' receipt of such notification and until depots are stocked, Juniper Networks shall not be liable for any lapses in service coverage or hardware delivery delays with respect to such Product. Where equipment is relocated to other countries, Juniper reserves the right to charge a relocation fee on a per chassis basis. The fee will be calculated based on the difference between service charges for the two countries as shown in the services price list.

Register product serial numbers on the Juniper Networks website and update the install base data if there is any add, change, or move to your install base. End User must follow [Juniper Networks Product Registration and Install Base Management](#) process. Juniper Networks will not be held accountable for not meeting the hardware replacement service level agreement for products that are not registered or do not have an accurate install base record.

Register and update install base record at Juniper Networks JSP, register and update install base all Supported Juniper Products and Site IDs, and keep all such information current, accurate, and complete at all times.

Ensure that the requirements identified for the proper working of the Juniper Networks solution are in place. These requirements may be documented in the product documentation or user guides, or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Services.

Advise Juniper of any Information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper Networks as soon as it becomes clear or there is reason to believe that End User will not meet any of the End User responsibilities.

End User of JSI must be register via the [User Registration](#) portal and integrate End User Juniper Support Account with Juniper Mist. For detailed instructions, please refer to <https://www.juniper.net/documentation/us/en/software/mist/mist-management/topics/task/integrate-juniper-account.html>

The Terms of Service for Support API provided by Juniper Networks as part of the Services are subject to the Juniper Networks Support API Terms of Service, a copy of which is posted at <https://support.juniper.net/support/legal/supportapitos/> (or another written terms of service document signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will provide the Support API) (herein, the "TOS").

**Compliance with Laws; Export Requirements.** End User shall comply with all applicable laws and regulations. End User acknowledges and agrees that it and Juniper Networks are subject to regulation by agencies of the United States Government, including the U.S. Department of Commerce, which prohibits export or re-export of the Products to certain countries. End User warrants that it has not received any Product through any export or re-export in violation of US or other applicable laws or regulations, that it is not on any Denied Persons list or other list published by the US Government of parties to whom exports or re-exports of products subject to export controls are forbidden, that no Product is located in or controlled from a site in a Group E country (currently Cuba, Iran, North Korea, Syria, or Sudan), and that it is not using any Product to support activities in support of development, manufacture, or use of nuclear fuel or weapons, missiles, or chemical or biological weapons. End User further covenants that it will immediately notify Juniper if at any time such warranties and representation become no longer accurate as such time. Regardless of any disclosure made by End User to Juniper Networks of an ultimate destination of the Products, End User warrants that End User will not export, either directly or indirectly, any Products without first obtaining any and all necessary approvals from the U.S. Department of Commerce or any other agency or department of the United States Government is required. End User understands and agrees that certain restrictions on services described herein may be imposed by Juniper in order to avoid violations of export control laws.

## 6. Availability

These Services available to End Users are dependent on their postal code of the installed location. These Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations, currently, Cuba, Iran, North

Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited); provided, however, that certain advance Hardware Replacement Options and onsite services are not available in certain countries. Services are available for a minimum fixed duration of 12 months.

## 7. Scope

- Services shall be delivered remotely from an authorized Juniper location unless specified otherwise.
- All service deliverables in this offering are available in English only unless otherwise specified by Juniper. Where available and for an additional fee, local language support for JTAC calls may be offered for specific products.
- Service access requires that all connected Junos devices must have an active support contract. Service deliverables are only applicable to devices covered under a valid support agreement.
- Onboarding Support service deliverable offering only available on device(s) not previously onboarded to Juniper Mist AI cloud. Juniper's obligation to perform any particular services hereunder is contingent upon End User scheduling a prescheduled window and providing scoped design in advance. Any requests outside of this process will be a best effort given resources.
- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from End User such cooperation, connect to MIST cloud, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations.

## 8. Exclusions

Juniper Networks is not obligated to provide services for any of the following:

- Third-party devices (hardware, software cabling, etc. not provided by Juniper Networks) or Problems associated with or arising directly or indirectly from such components;
- Problems with a Juniper Mist AI cloud Service and Juniper products that have been modified without Juniper Networks' written consent by any person (including unauthorized modifications by Support Services Specialist);
- Juniper Product that is physically damaged by the End User or damaged from any exposure to water (except for outdoor rated Mist AI Products that are exposed to normal weather conditions);
- Problems relating to incompatibility of Mist AI and Juniper products with third- party devices;
- Problems caused by the use of Mist AI other than in accordance with applicable documentation;
- Problems with Mist AI and Juniper products where End User did not provide the required information;
- Problems caused by the misuse of Mist AI and Juniper products generally;
- Problems with Software used in connection with Mist AI that is not a Supported Release;
- Problems with a cloud managed hardware device that is not compatible, nor under a supported release of Mist AI.
- Problems with Product that have been installed by any party other than (A) Juniper Networks or (B) a party authorized by Juniper Networks;
- Problems with Products that were not purchased directly from Juniper Networks or any authorized Juniper Networks reseller unless such products have been inspected, repaired, and certified by Juniper Networks prior to the commencement of any Juniper Networks Services;

Furthermore, without prior notification, Juniper is not responsible for modifying or terminating the MIST Portal or JSP Portal accounts that belong to End User's employees who change roles or resign from their positions.

End User may, at its sole option, request that Juniper Networks provide Support for one or more of the above excluded problems. If Juniper Networks does attempt to resolve one or more of the above excluded problems based on End User's request, End User agrees to pay for such Support at Juniper Networks' then-applicable rates for time and materials.

## 9. Customer Services Policies

From time to time, Juniper Networks may find it necessary to discontinue products and services and announce their end of life. The Services are subject to the product End of Life Notification and Juniper End of Life policy located at <https://www.juniper.net/support/eol/> and follow the below guidelines. Any defined terms used in this Section 3.10 and not otherwise defined in this SDD have the meanings ascribed thereto in Juniper's End of Life policy.

### 9.1.1. End of Life guidelines on Products:

- a. Effect of Last Order Date (LOD):
  - i. New Support Services Contracts: After LOD, no further new contracts for support services for the affected product(s) will be sold.
    1. Exception: Where a product warranty lapses after the LOD, then new support contracts for that product may still be purchased prior to the warranty lapse date.
  - ii. Support Contract renewals: Customers may purchase support contract renewals after the LOD, but only if the renewal period commences on the date the existing support contract period expires. In other words, post-LOD, no renewal is available after a lapse of support service coverage.
  - iii. Support Contract upgrades: Customers may NOT upgrade support contract levels after LOD, regardless of whether the upgrade is sought in mid contract term or on renewal of the contract. For example, after LOD, a Core contract may not be upgraded to Core Plus, Next Day or Same Day.
  - iv. Reinstatements: No reinstatement of support services contracts will be allowed after LOD date.
- b. Effect of Hardware Replacement Step Down Date:

For a product part number that has an EOL/LOD date prior to June 1st 2018, the following RMA step down policy applies subject to different terms specified in the applicable EOLN:

- RTF (Return-to-Factory) support generally is available until EOS.
- Juniper's commitment to furnish Same Day and Same2 Day Onsite replacement services generally ends two (2) years after LOD; From that day ("Same Day Support Discontinued" or "First Service Step Down Date"), the available services offerings for the affected product will be capped at Next-day and Next-day Onsite support.
- Juniper's commitment to furnish Next Day, Next Day Ship and Next Day Onsite support services generally ends four (4) years after LOD; From that day ("Next Day Support Discontinued or "Second Service Step Down Date"), the available services offerings for the affected product will be capped at RTF and AR-5 support. Next-day and Next Day Onsite support will be discontinued.
- Juniper's commitment to furnish AR-5 repair/replacement service level to Support Services Specialists under PAR-type service contracts generally ends on EOS date.
- If a customer has purchased an RMA repair/replacement service level that is discontinued under this EOL policy, the customer shall be afforded service at the highest service level still available.

For a product part number that has an EOL/LOD date on or after June 1st 2018, the following policy applies subject to different terms specified in the applicable EOLN:

- RTF (Return-to-Factory), AR-5 service, Next Day, Next Day Onsite, Same Day, Same Day 2-Hour and Same Day Onsite levels are available until EOS.

c. Effect of End of Engineering (EOE):

After EOE, Juniper is no longer committed to furnish software engineering level support for the operating system software licensed for the affected product. This means that no further releases (e.g., service or maintenance releases or patches) will be created for the support of the affected product. JTAC support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds

d. Effect of EOS:

After EOS, Juniper will not be under obligation to perform support services of any kind for the affected hardware or the embedded operating system software supporting the affected product.

EOL of Field Replaceable Units:

Effect of Chassis-based EOLN on FRUs - General Rule: Subject to the paragraphs below in this Section 3, the lifecycle of Field Replaceable Units (FRUs) (e.g. Physical Interface Card (PIC), Flexible PIC Concentrator (FPC), line cards, power supplies and fan trays) follow that of the chassis in which they are installed, except as expressly stated in the paragraphs below. In other words, an EOLN for a chassis generally applies to the FRUs installed in that chassis. All aspects of the EOL policy (LOD, EOE, etc.) apply to those FRUs as installed in those chassis as of LOD. All FRUs in the chassis will be supported at the same service delivery level as the chassis.

Effect of Chassis-based EOLN on FRU's supporting multiple chassis: Often, FRUs are sold for use not only in the EOL'd chassis, but in one or more additional chassis that are NOT subject to any EOLN. In that case, those FRUs will remain available for purchase for use in those additional chassis. For those FRU's installed in non-EOL'd chassis, support services will remain fully available.

Effect of FRU-based EOLN: A FRU may be the subject of its own separate EOLN. In that case, EOLN for that FRU shall dictate the EOL milestones for that FRU. If the FRU and the chassis in which it is designed for use are each under separate EOLN's, then in the case of inconsistency between milestones and milestone dates, the earlier of the conflicting milestone dates will take precedence with respect to the FRU.

Special Repair/Replacement Rules for FRU's subject to FRU-based or Chassis-based EOLN: After LOD for a FRU, in lieu of repairing or replacing an RMA'd defective FRU with a same model (that is, same SKU #) Juniper may (but is not obliged to) replace the RMA'd FRU with a new or refurbished FRU with substantially similar functionality to that of the RMA'd FRU. Juniper Networks reserves the right to charge the customer the price difference for the replacement FRU if the replacement FRU provides significant improvements to performance, capability or capacity over that of the defective FRU. Furthermore, use of any such replacement FRU may require that customer install a different software Release or Version than that currently used by the customer, and also may require that the customer purchase peripheral enhancements to render the enhanced FRU fully functional. If the affected FRU is replaced by a similar version, the replaced FRU will be covered by the existing support services contract.

### **9.1.2. End of Life guidelines on Software Releases Under a Particular Version**

A "Version" is a series of Releases of a particular software product with a common "x.y" denomination in the first two places of the Release identifier. A "Release," on the other hand, is a particular image issued under a particular Version. For example, Junos 12.2R1 through Junos 12.2R8 are all Releases under the same Version 12.2, whereas Junos 12.2R1 and Junos 12.3R1 are Releases under different Versions. Releases within a particular Version generally have common features and functionality.

The following guidelines govern EOE and EOS for the software Releases under any particular Version ("Release EOE" and "Release EOS", respectively):

End of life milestone deadlines for Releases are not triggered by an EOLN. Instead, a product-specific Process Support Notification posted on Juniper's public website at or before general availability of the first Release under the applicable software Version will specify rules for Release EOE and Release EOS. Juniper may modify those rules from time to time by posting on its public website.

End-of-Life milestones for Releases under one Version do not affect support commitments relating to Releases for other Versions:

- i. Effect of Release EOE: After Release EOE Juniper will not be under obligation to perform any further software fixes, code changes. No further Releases will be developed or distributed for that Version.
- ii. Effect of Release EOS: After Release EOS Juniper will not be under obligation to perform support services of any kind for any Releases under the applicable Version. Juniper will not be under any obligation to keep any such Releases available for download after Release EOS.

The [JTAC User Guide](#) and [RMA Repair & Return Policy and Procedure](#) and [Hardware Replacement Services Guide](#) are provided for information purposes only to assist End User in understanding the Service Contract benefits.

## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1133 Innovation Way  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or 408.745.2000  
[www.juniper.net](http://www.juniper.net)

### APAC and EMEA Headquarters

Juniper Networks International B.V.  
Boeing Avenue 240  
1119 PZ Schiphol-Rijk  
Amsterdam, The Netherlands  
Phone: 31.0.207.125.700

Copyright 2025 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Juniper, and Junos are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.